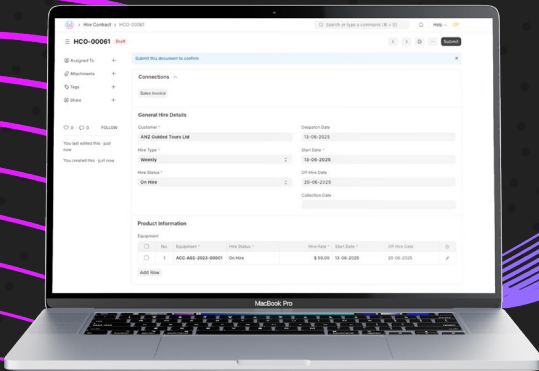# NEXWAVE ERP

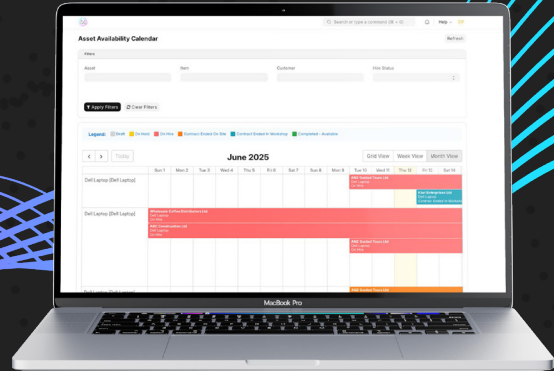# *Field Service Management (FSM) Module*

Overview

The Field Service Management (FSM) Module in NexWaveERP is designed to transform how your organisation manages field service operations. Fully integrated into the NexWaveERP ecosystem, this module streamlines scheduling, dispatch, inventory, and customer engagement—empowering your teams to deliver faster, smarter, and more efficient service.
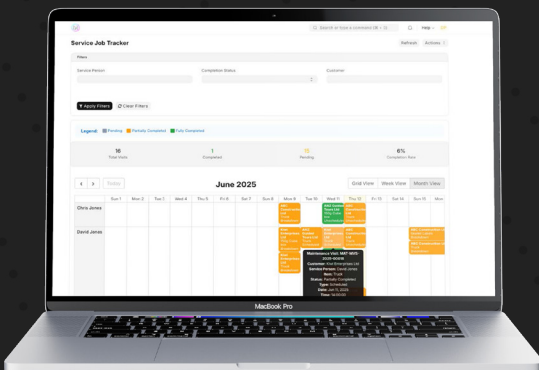
Key Features:

Service Order Management

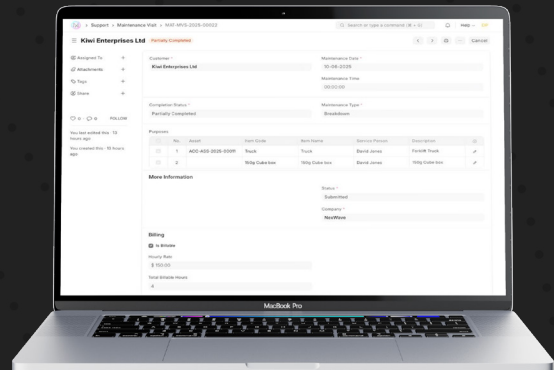Create, assign, schedule, and track service orders with full visibility and audit trails.

Preventative Maintenance Visits

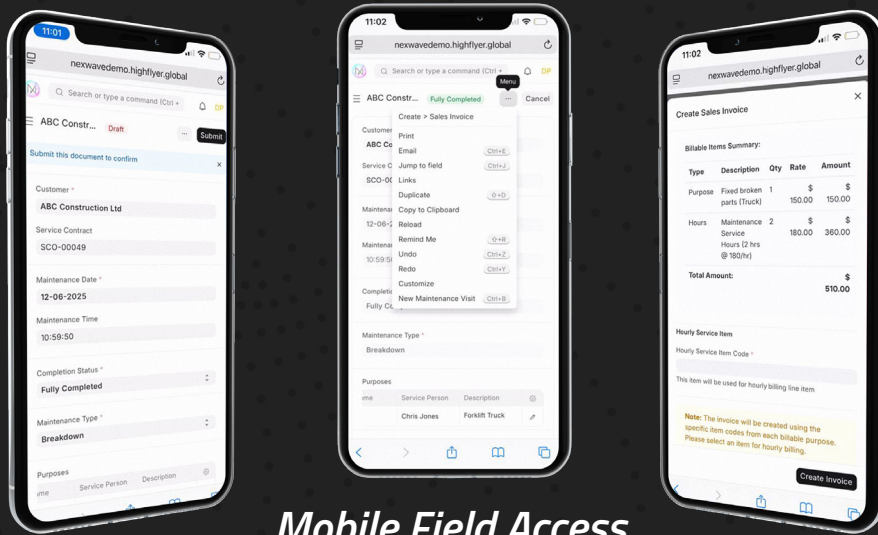Plan Preventative Maintenance visits against Service Contracts.

Technician Scheduling & Dispatch

Use drag-and-drop scheduling, automated dispatching, and route optimisation to reduce travel time and increase efficiency.
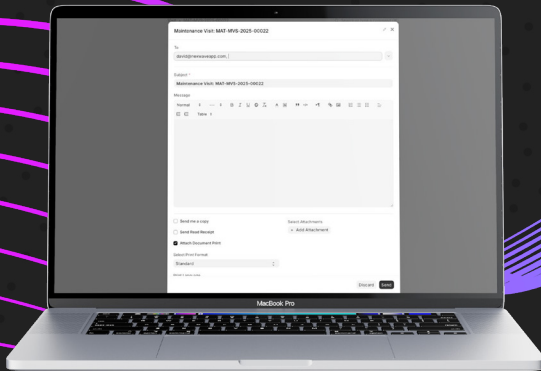
Inventory & Parts Management

Track parts and tools used on-site and update inventory in real-time with direct ERP integration.
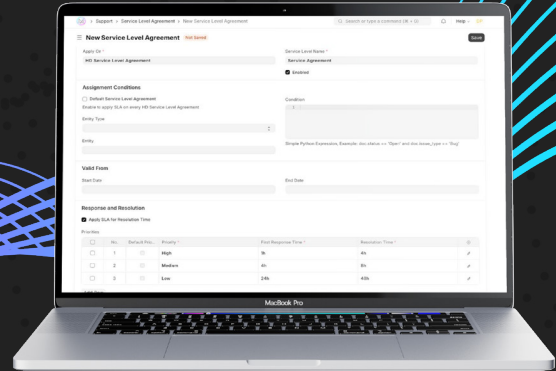
Mobile Field Access

Technicians can view tasks, update job status, capture signatures, and record photos on any mobile device.
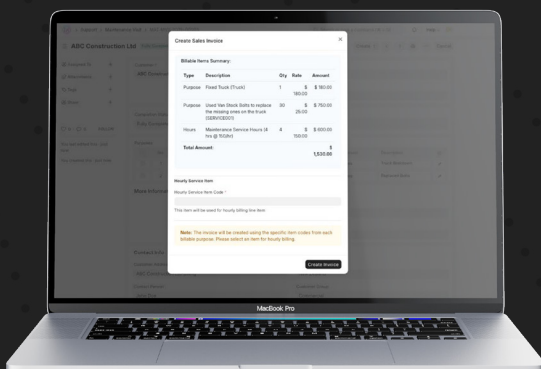

Customer Communication

Automated appointment confirmations, real-time technician tracking, and post-service feedback collection.

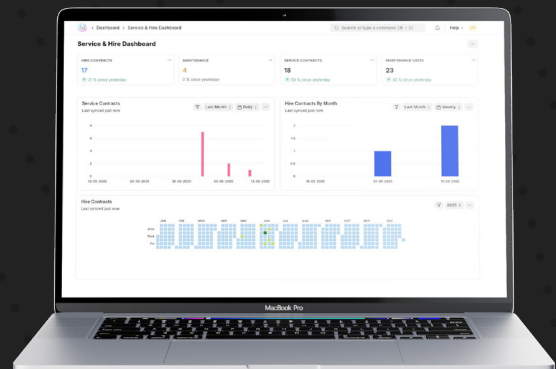## Service Contracts & SLAs

Manage service level agreements, preventive maintenance schedules, and renewals with automated alerts and reporting.

Integrated Billing & Invoicing

Generate invoices immediately after job completion, with direct sync to your ERP's financial module.

Service Dashboard

Allow your team to have full visibility of all Service related activities within one Dashboard.

NEXWAVE
ERP

Ideal For

- Equipment Servicing

- Utilities & Infrastructure Maintenance

- Facility Management

- HVAC, Plumbing & Electrical Services

- Medical Equipment Maintenance

Benefits

- Seamless ERP Integration: Unified data flow between FSM, CRM, inventory, and finance modules.

- Increased First-Time Fix Rates: Equip technicians with the right tools, parts, and information.

- Reduced Operational Costs: Optimize routes, reduce idle time, and automate administrative tasks.

- Enhanced Customer Experience: Provide accurate ETAs, faster service, and better communication.

- Real-Time Visibility & Control: Gain actionable insights with dashboards and analytics.

Get Started with NexWaveERP Field Service Management (FSM) Module

Empower your field teams and delight your customers with a field service module that works in perfect sync with your ERP.
Visit www.nexwaveapp.com or contact us to learn more and schedule a demo!

Contact Us on:

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